

Housekeeping Team Members Development Plan

Introduction of Trinity Hotel:



Trinity Hotel is a luxurious hotel located in the heart of Istanbul, Taksim Square where customers can enjoy the taste of both old and modern civilization. It has been rated with four stars due to its alluring services toward its customers which include allergy-free rooms, a bar, free Wi-Fi, and all-time available front desk service for customer ease.



It offers its customers twelve superior rooms, one balcony deluxe room, and a common terrace. The rooms are facilitated with private washrooms with luxurious delinquents. They have air conditioning and Television facilities too. We especially ensure cleanliness and good hospitality to maintain the standard. We provide airports shuttle for convenience.

On a location basis, this is located where airport service and other historical and marketplaces are very nearby. People who checked in at Trinity hotel can also visit the museum of innocence and cicek passage. On the behalf of Trinity Hotel, we would love to welcome our new team members with the hope that the newcomers will be the assets of our hotel.



Housekeeping 8 week*s Training Program

TITLE	OBJECTIVES	DURATION
Introduction of Trinity Hotel	Briefing and thoroughly visit	1 DAY
Work Preparation	SOP's of housekeeping Equipment handling Time management	9 days
Cleaning and Sanitization	Floors, Rooms cleaning Kitchen, Laundry area &General area cleaning	15 days
Laundry	Equipment operating Inspection of equipment Hand washable articles Machine washable articles IroningFolding Guest log book	10 days
Communication	Enhance spoken skills Behavior and Manners Objection handling	6 days
Health and Safety	PPES Introduction Hazards identification Food safety Electrical safety Covid 19 safety Security system& fire safety COSH regulations Slip and falls	15 days

Work Preparation:

First of all, to initiate anything it is required that we are prepared for it so punctuality matters the most then understanding time limits. All the tasks should be done in the given time duration also know the placement and how to handle equipment used for housekeeping which helps to keep up the standards. For this comprehensive orientation will be conveyed.

Cleaning and Sanitation:

This includes the following:

- **Washing and cleaning of floors:**

The first thing observed by customers when they entered a hotel is it's cleanliness so in this topic how to clean floors will be clarified by providing orientation and corrective

coaching and then employees will also perform physically. Like what and how chemicals should be used during cleaning. During moping, furniture in place will be moved in a way that doesn't cause any hindrance to guests. Floors should be swept in a way that is free of any kind of dirt. Wastage disposal during cleaning should be practiced according to house guidelines.

● **Cleaning of restrooms, kitchen, and laundry area:**

In this coaching will be delivered for cleaning of restrooms used by the public like restaurants facilitated by Trinity hotel. Monitoring will be described according to maintenance aspects like the condition of ceilings air conditioning, seals around sinks, walls, tiles, and mirrors. Also monitor for dirt or any kind of rusting.

How to clean and sanitize sinks and toilets: Dispose off used and dirty toiletries and cleaning of waste bins and dealing with unpleasant odors.

Most importantly, report any problem or discrepancy during the work if occurs. Similarly for kitchen and laundry room cleaning of utensils and machines will be explained along with cleaning of floor in both areas also monitoring of supplies and maintenance in the kitchen and laundry area.

● **Cleaning of general places:**

Similarly, laundry the lobby, bars, restaurants, and terrace area will also be cleaned. How to clean tables, floors, crockery, and furniture placed in bars and restaurants after every serving. How to clean decorative objects without causing any harm to guests or employees themselves. How to arrange magazines or brochures or how to update those with new ones. Disposal of waste without causing any trouble to guests.

● **Cleaning of Rooms:**

Cleanliness of rooms plays a major part in the hotel business as a clean room results in the satisfied guest. During bedroom cleaning, bed making is a noteworthy task. So in bed making changing bed sheets, pillowcases, and blankets will be described. How to clean floors, ceilings furniture by using the right amount of chemicals described in safety house guidelines. Similarly check all the things with aspect of maintenance like plugs, switches or any defect in electronics or furniture and how to report it. Cleaning of bathrooms situated in bedrooms will also be described like sanitization and cleaning of toilet and bathtub. Cleaning of sinks and floor. Lookout for any plumbing issue and clogging of the toilet and sink. Disposal of waste according to house guidelines. Placement of clean towels, fresh set of bathroom delinquents and replacementof all indulgences placed in rooms.

Laundry:

Organized work timely done is always to create a magnificent impact on the guest. Laundry is one of the essential parts in housekeeping. It should be treated tactfully and efficiently by staff. We will cover the main areas in our laundry planner which are:

● Inspection of laundry equipment

Laundry equipment should be checked before operating whether it is clean or not. The laundry trolley should be properly soaked and clean.

● How to handle the following articles

- hand and machine washable
- bed linen
- foods and beverages linen
- uniforms
- kitchen linen
- bathroom towels
- pillow cover, comforter and blankets
- Ironing and folding
- approval of guests to mend torn clothes
- maintain records via a guest laundry log book

● Intimate supervisor if anything is left in the guest laundry.

Communication:

In order to achieve good quality housekeeping, communication skills matters the most because if the staff is very efficient in their work but rude to the guests or does not know how to communicate will create a very negative impact. So in this, we will cover the basics of communication like how to respond and resolve any conflict either with your teammate or the other department staff also how to respond to complaints of guests or any temperaments of guests and their reporting to your superiors.

Health and safety protocols:

Hotel success is directly interlinked with health and safety protocols. The reputation of a safe secure place for staff and guests can boost bookings and reduce turnover of staff. Health and safety must be a topmost priority for hotel management hotel should be well equipped with all necessary PPEs including fire extinguishers/smoke detectors, an assembly area, and emergency exits. All staff should be gradually well aware of identifying hazards operating PPEs through safety training and drills. In this manner, we are going to cover the main important health and safety protocols which are:

- **Control of substance hazardous to health regulations 2002:** It describes guidelines for chemicals exposure to employees and other persons to reduce risks to health and to reduce incidents such as how to handle spillage of hazardous chemicals and usage of chemicals to prevent inhalation or any kind of physical exposure by using proper personal protective equipment.
- **Food safety:** It comprises **clean** i.e. surfaces like before cooking how to clean the place and floor so any kind of contamination could be prevented, **Separate** i.e. avoiding cross-contamination like how to avoid mixing of one dish with other without knowing its impact on health, **cook** i.e. providing the right temperature not so overcooked and not so undercooked and **chill** i.e. Storing properly like which food needs what temperature to avoid any rotting of food.
- **Electrical safety**
- **Fire safety:** Like how it initiates which is basically providing understanding of fire chemistry to understand its root causes, prevention procedures and evacuation procedures through proper drills.
- **Slip and falls**
- **Communicating with guest to report identified hazards.**
- **COVID-19 Safety:** How to maintain proper social distancing while working in the presence or absence of guest to keep guest and yourself safe among these life threatening circumstances.

References:

1. Center of disease control and prevention centre. (n.d.). *Four Steps to Food Safety* URL: <https://www.cdc.gov/foodsafety/keep-food-safe.html#:~:text=Four%20Steps%20to%20Food%20Safety%3A%20Clean%2C%20Separate%2C%20Cook%2C%20Chill&text=Following%20four%20simple%20steps%20at,loved%20ones%20from%20food%20poisoning> [Date Last Accessed: 13th November 2022]
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3. WebstaurantStore. (2021). *Housekeeping Checklist* URL: <https://www.webstaurantstore.com/article/502/housekeeping-checklist.html> [Date Last Accessed: 13th November 2022]
4. Polo & Tweed. (2018). *Training Program for Housekeeping Staff* URL: <https://poloandtweed.com/blog/training-programme-for-housekeeping-staff> [Date Last Accessed: 13th November 2022]
5. Amenities. (2022). *Health and safety protocols in hospitality industry* URL: <https://www.amenitiz.com/en/blog/health-and-safety-protocols-in-the-hospitality-industry/> [Date Last Accessed: 13th November 2022]